

Head of Finance and Operations (full or part-time)

Job description

Salary	£45,000 – £50,000 (pro rata for part-time) depending on experience
Hours:	Full or part-time: 3-5 days per week – 37.5 hours per week for full time role (we can offer flexibility on how these are worked)
Contract type:	Permanent
Location:	London (Spitalfields, E1)
Reporting to:	CEO
Start date:	ASAP (post currently held by interim)
Holiday:	25 days additional to bank holidays, rising with service to maximum of 30 days (pro rata for part time)
Pension scheme:	3% salary sacrifice is met by a 5% contribution from Switchback

About Switchback

[Switchback](#) is an award-winning charity enabling young men in the criminal justice system to achieve wholesale change in their lives. We provide intensive one-to-one support either side of the prison gate alongside real-work training after release, supporting young men to build a stable life they can be proud of.

Established in 2008 in the heart of East London, for 11 years we have provided one thing for our Trainees: a consistent, transformative relationship lasting as long as it takes. It's hard to change your life after prison, and although many young men leave prison determined not to return they have very limited support and face daunting hurdles as soon as they exit the prison gates. This often includes homelessness, debt, mental health issues and no legitimate work experience. Returning to crime can seem like a quick fix, and so the cycle continues. At Switchback, we offer these young men the long-term support that others cannot, guiding our Trainees to take control, enter work and live life in a completely different way.

Our approach works: 92% of Switchback Trainees don't reoffend, 78% of programme finishers move into long-term work and 57% make a fundamental shift in lifestyle and mindset. Read more at www.switchback.org.uk.

About the role

Are you one of those unusual people whose skills span finance, commercial management, process, people and compliance? Are you excited by the chance to help a small, dynamic charity build a more effective foundation beneath all areas of work?

We are seeking a Head of Finance and Operations to work throughout our small and growing organisation to ensure robust processes are in place, whilst adding value across the board.

This role has been evolving as we deliver on the 'expand and develop our team' objective that sits within our three point [Strategic Plan](#) for 2019-21. As a member of the Leadership Team, you will play a key role in delivering this plan working across all areas in the charity.

We are committed to always fortifying our foundation. By modelling stability amid chaos, Switchback can then do what we say we'll do; sticking around for the long-term as we grow. To help us achieve this, you will lead on evolving our already robust financial management and embedding smarter internal processes including those that underpin our expanding network of partnerships.

You will be joining a small, passionate team based in Spitalfields, punching above our weight and keeping our Trainees at the heart of everything we do. As Head of Finance and Ops, you will work closely with the CEO to drive the achievement of our strategic objectives. You and the Office Manager will also form a tight partnership that sees our finances and documentation be both accurate and timely.

The right candidate will be able to flip between digging down deep into the detail to high level imaginative problem solving that allows us to stay nimble in a challenging context. You will have varied experience of all aspects involved in running a small organisation and the knowhow to confidently lead in areas of finance, HR, contracts and policies.

Responsibilities

Ensure financial stability of the organisation and maintain appropriate financial management (40%)

- Lead and coordinate the development and organisation of the financial planning process and oversee its delivery and evaluation
- Forecast expenditure, manage reserves and approve unplanned spend
- Create annual profit and loss budgets and review bi-annually
- Prepare monthly management accounts and financial information for the Board
- Maintain up to date cashflow and manage cash investments
- Oversee production of Annual Report and Accounts
- Support the production of fundraising applications and reports
- Ownership of risk management process
- Work with Office Manager to oversee cash management systems, payroll, bookkeeping and banking arrangements
- Produce pre-payments, accruals, salaries and depreciation journals using SAGE 50 software

Developing our partnerships (20%)

- Lead on bringing on new partners who can offer real work training placements for Trainees (mainly in catering industry) writing and standardising SLAs and other processes
- Working across various government processes with the Head of Delivery to focus on high impact and high margin delivery. Responsible for contracting and modelling of the opportunities
- Review the value of existing providers/contractors/suppliers
- Review of contracts and delivery terms

Safeguard the organisation's assets (15%)

- Lead on IT resourcing and strategy including oversight of IT outsourced partner
- Act as Switchback's Data Protection Officer
- Oversee one-off projects such as:
 - GDPR compliance check
 - Information sharing process protocol

- Re-negotiation of office lease and move
- Approve decisions about facilities (e.g. furniture, water, cleaning, stationery), office space and systems
- Oversee health and safety and approve office risk assessment
- Ensure Switchback is suitably insured

HR (15%)

- Oversee HR processes of recruitment, induction and performance management
- Develop Switchback's HR procedures in line with changes in the external context, and ensure their consistent application
- Coordinate pension provision and other staff benefits
- Conduct regular updates of Switchback policies

Internal leadership (10%)

- Be the Company Secretary
- Line management, development and support of Office Manager
- Answer finance/operations queries from across the team
- Contribute to strategic documents/timeline and papers for Trustees
- Support CEO in the delivery of good governance
- Make clear the logistical implications of internal decisions
- Be an active member of the Leadership Team
- Act as secretariat for Leadership Team
- Any other tasks commensurate with this role specification

Person specification

Experience

- Financial management, ideally in a charity or small enterprise
- Being responsible for drafting and complying with contracts, SLAs and internal policies
- Leading on HR matters / employment law and practice

Skills

- Excellent financial literacy and management
- Eye for detail and commitment to high standards
- Communication of financial matters in plain English
- Understanding of commercial delivery and contracting with a focus on margin
- Ability to translate strategy into workable plans and actions
- Expert use of ICT, specifically MS Excel and CRM databases

Personal attributes

- Comfortable working with people from a range of backgrounds; understand and respect the need for the best interests of our Trainees to always come first.
- Passionate about Switchback's ambition and purpose
- Commitment to Switchback's values
- Able to avoid silo working and tie areas of work together effectively
- Prepared to adapt to the changing demands of a small charity
- Understanding of how to best support the organisation with appropriate level of structure / process without weighing it down, and maintaining current organisational entrepreneurial spirit

Desirable (not essential)

- Accountancy qualification
- Experience of working in a small charity
- Experience of accounting package such as SAGE
- Line management experience
- Knowledge of implications of GDPR in practice
- Experience of facilities / premises management
- History of generating earned income in charity context

How to apply

Please send the following to jobs@switchback.org.uk by **10am** on **Monday 23rd September 2019**

1. A covering letter, which addresses the person specification (no longer than 2 sides of A4). Please also say where you heard about this role.
2. Your CV (no longer than 2 sides of A4)

Interview Date: The week commencing 30th September 2019

Please note that due to our limited resources, we are only able to respond to applicants selected for interview. Thank you for your interest in Switchback